

## Introduction to the Eligible Training Provider Policy for Area #13

Historically under WIA, Ohio Workforce Areas conducted or didn't conduct their own review of Training Providers for eligibility in different ways or relying on state registration systems. Now under WIOA, each state is required to develop comparative analysis of training, provide performance results and publically publish the performance results to better inform customers. Since March 2016, the State of Ohio has been working with training providers to load into the new state system Workforce Inventory of Education and Training (WIET).

Area #13 will accept new applications for Training Providers and re-certification of current Training Providers only once a year. The application and re-certification period under WIOA for the past year of July 2016- June 2017 began **with the release of notification letters** for a deadline of **August 1, 2017** for receipt of all requested data. Area #13 conducted its ETP Evaluation Review Process 8.31.2017 and ETPs are being notified of their status. When performance data by workforce areas becomes available to workforce boards and the general public by the State of Ohio for both WIOA and non-WIOA funded individuals, Area #13 will adjust its annual evaluation process accordingly.

The Southwest Ohio Region Workforce Investment Board (SWORWIB) covering Ohio WIOA Area #13 is committed to supporting the technical training and upgrading of skills for as many of Hamilton County employers and jobseekers as possible with limited funds. The goal of the Individual Training Accounts (ITA) training support is to improve *work-based* occupational skills in order to obtain employment. **New provider** applicants must provide evidence of meeting performance criteria *for at least two years* with customers of similar demographics as our WIOA customers. Current providers are required to provide our WIOA funded investments through customer by customer outcomes related to our criteria on an annual basis as part of their re-evaluation.

As the federal government determines public spending for workforce development funds available for training funding, Eligible Training Providers (ETPs) are impacted. The SWORWIB has determined periodically that there are no funds available and Individual Training Accounts have been suspended. Additionally, both the federal government and the State of Ohio are requiring more direct connections with employers to assure employment results and therefore are encouraging WIOA areas to utilize local funds more for On-the-Job Training (OJTs) directly with employers. This also affects availability of funds for Individual Training Accounts (ITAs).

The new federal workforce legislation, WIOA of 2014, signed into law by President Obama on July 22, 2014, requires evaluation of the completion and employment metrics of eligible training providers (ETPs). The SWORWIB has conducted such evaluations since 2008 in order to encourage "informed customer choice" with our training investments and looks forward to the state's WIET system providing the data in the future. The SWORWIB was influential with the Senate HELP Committee in the ETP evaluation and informed customer choice being included within WIOA of 2014 based on our practice of ETP performance evaluation.

### Eligible Training Provider (ETP) Registration and Local Approval Process

To avoid perceptions of conflicted interest or preferential treatment, the process of training provider eligibility is managed by the SWORWIB, which evaluates and confirms the approved providers for Area #13. Although reverse referrals from employers and trainers are not prohibited, historically, there have been issues raised about favoritism and inappropriate deployment of limited resources away from our service area, so the SWORWIB will also evaluate volume of business with results for City of Cincinnati-Hamilton County residents and employers. The SWORWIB has been a leader and collaborator in Career Pathway and Industry Sector Partnerships since 1998. Training selections based on these initiatives are designed to serve employers and jobseekers and not particular training institutions unless required by foundation or state or federal governmental grant resources. In these cases this is not favoritism by the SWORWIB but the result of funder expectation or selection. The OhioMeansJobs Center is responsible for career coaching, assisting eligible training customers, contracting and paying for training as well as obtaining and evaluating ETP data, resolving customer issues with training providers and receiving refunds from ETPs.

#### Step 1\*

To register as a training provider in Ohio, you must register with the State of Ohio at the state's WIET website at <https://owcms.ohio.gov/wiet/> and complete the registration process. Please note the WIET registration is a two-step process. First, the learning institution must be approved as an eligible training provider by meeting all the required State of Ohio information. Second, once approved as a training provider, the contact or authorized staff must login to add the program offerings. Please note that when adding programs, the provider cannot cut and paste a link to the course catalog. Each program must be entered separately as they are approved individually.

#### Step 2\*

Following your registration with WIET, notify the SWORWIB of your status. **Registering and being listed as registered by the State of Ohio as a training provider does not mean you are approved to obtain training funds in Area # 13.**

#### Step 3\*

Once the programs have been entered and confirmation of entry completion obtained, contact the SWORWIB for additional information. *Please remember that being approved at the state system level does not mean you are approved to provide services in Area #13.* The Training Provider will be expected to provide documentation of meeting the performance criteria listed below for the past two years if a new provider to Area #13 and the last program funding year (ending June 30) for all existing training providers previously approved by the SWORWIB.

### Prioritized Industry Sector List:

WIOA requires Workforce Boards to prioritize training dollars to align with in-demand occupations and industries for economic development activities in the service area. After careful research into the employment conditions and growth careers in WIOA Area #13, the Southwest Ohio

Region Workforce Investment Board (SWORWIB) has approved the following prioritized Industry Sectors, all of which were also listed in our Southwest Ohio Regional WIOA Strategic Plan for 2017-2021 and posted on our website, [www.SWORWIB.org](http://www.SWORWIB.org). Those with an asterisk are sectors for which the SWORWIB partners with career pathway collaboratives.

- Business and Administrative Support Professions\*
- Advanced Manufacturing\*
- Construction and Skilled Trades\*
- Healthcare and Healthcare Support\*
- Information Technology\*
- Recreation and Hospitality
- Transportation, Distribution and Logistics\*

### **Outcome Performance Criteria Required of Training Providers**

The goal of the Individual Training Accounts (ITA) training support is to improve work-based occupational skills in order to obtain employment via short term training (less than 1 year). The Southwest Ohio Region Workforce Investment Board (SWORWIB) has established the following performance criteria for approval of new and re-approval of established Eligible Training Providers (ETPs):

1. The SWORWIB will accept annual applications for Training Providers (new or renewal) only once a year. The open eligibility application time frame will be posted on [www.SWORWIB.org](http://www.SWORWIB.org).
2. The Training Programs approved must be within the SWORWIB established Priority Industry Sectors posted and updated on the website and in alignment with state in-demand industries and occupations data.
3. The Training Provider must provide documentation that 60% of WIOA customers have completed training.
4. The Training Provider must provide documentation that 60% of the WIOA customers completing training are employed, where they are employed and the field of employment relative to the training received.
5. The Training Provider must provide documentation of the wages of those working customers. The SWORWIB aims for \$12.00 minimum starting wage after training individually and by annual wage averages.
6. The Training Provider must provide proof of transferability of credits or recognition within the state stackable credentialing under the University System of Ohio or industry recognized certificates and/or credentials.
7. The Training Provider must justify their charges as legitimate public value received based on a price analysis for training costs.
8. The Training Provider must have had a minimum number of complaints and resolved these complaints to the satisfaction of the SWORWIB.
9. The Training Provider must participate willingly and in a timely manner in data resolution, verifications, problem resolution and other documentation necessary to evaluate satisfactory performance for the use of public workforce training investments.
10. The Training Provider must be conveniently located to serve our customers.

### **Annual ETP Forum and Contracts**

the contract for ETPs will be with the OMJ operator and is required to include these policies. A periodic ETP forum will be jointly sponsored by the OMJ Center Operator and the SWORWIB to review the policies, expectations, contract and payment procedures, as well as any updates related to the new state WIET system.

### **Data Confirmation with the OMJ Center for Area #13 and Other Policy Details for Data Submission**

For evaluation outcomes the SWORWIB uses data provided by the training provider and reviewed by the OMJ Center from information in the OMJ case management system recorded in the state database. ETPs are required to review their customer list with the OMJ Center in advance of submittal to the SWORWIB to insure that only Area #13 funded individuals are listed for evaluation purposes. ETPs must be careful to be correct in their data provided for the evaluation process as the OMJ Center is expected to confirm the customers noted in the Area #13 data submission. Any errors or repeated customers already counted in prior year data evaluation that are subsequently submitted to the SWORWIB will be determined to reflect inadequate professionalism in case management and record keeping related to the public's investments in Area #13. The SWORWIB also follows media stories and posted concerns about training institution practices and results.

### **ETPs without Area #13 ITA Customers in a Given Program Year**

If a previously approved ETP is not selected by any customer of Area #13 in the program year, the ETP Evaluation Committee will consider the ETP to be unapproved for the next program year. Should that ETP wish to reapply to Area #13 for approved eligible training provider status, the training provider will need to provide data on success with other Ohio WIOA areas with similar customers and provide this information for their re-evaluation for consideration of being an Area #13 ETP.

### **Free Training Policy**

Training providers who provide free training for customers similar to WIOA customers will not be approved for fee-based training at cost to the SWORWIB, but rather customers seeking such training will be referred to the free providers.

### **New Training Provider to the Area #13 Market**

In the event a new training provider or a provider that has not previously applied to Eligible Training Provider (ETP) status is interested in serving Area #13, they can submit performance data and curriculum information to Sherry Kelley Marshall, SWORWIB President & CEO for preliminary review and consideration by the SWORWIB and OMJ Center in the event the training is relevant to the identified industry sectors and not otherwise available by the currently approved ETPs.

### **Refund Policy**

The SWORWIB requires approved ETP's to adhere to our refund policy, not their individual practices. Our policy is to pay the ETP 50% of the total cost at enrollment and 50% at completion. Requests for exception with cause must be presented to the SWORWIB. Requests by the SWORWIB for ETP re-examination of refunds must also be considered.